

IN THE CLAIMS

1 1. **(previously amended)** A method of selecting a resource for a
2 work item, comprising:
3 determining available resources that possess skills needed by the
4 work item;
5 for each of the determined resources, determining a business value
6 of having the resource service the work item, the business value being a
7 measure of qualification of the resource for servicing the work item based
8 on skills of the resource and skill requirements of the work item;
9 for each of the determined resources, determining a value to the
10 resource of servicing the work item, the value to the resource being a
11 measure of how the resource is spending time compared with other
12 resources and goals of the individual resource; and
13 selecting a determined resource that has a best combined value of
14 the business value and the value to the resource, to serve the work item.

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1 2. **(original)** The method of claim 1 wherein:
2 determining a business value comprises
3 determining the business value weighted by a business value
4 weight corresponding to the work item;
5 determining a value to the resource comprises
6 determining the value to the resource weighted by a resource value
7 weight corresponding to the work item; and
8 selecting comprises
9 selecting a determined resource that has a best combined value of
10 the weighted business value and the weighted value to the resource.

1 3. **(original)** The method of claim 2 wherein:
2 determining a business value comprises
3 determining a weighted business value as a product of (a) the

4 business value weight corresponding to the work item and (b) a sum of
5 products of a level of each said needed skill of the resource and a weight
6 of said needed skill of the work item; and
7 determining a value to the resource comprises
8 determining a weighted resource treatment value as a product of
9 (c) a resource treatment weight corresponding to the work item and (d) a
10 sum of products of each treatment of the resource and a weight of said
11 treatment of the resource.

1 4. **(original)** The method of claim 3 wherein:
2 the sums of products are scaled sums, and
3 the treatments are scaled treatments.

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1 5. **(original)** The method of claim 4 wherein:
2 selecting comprises
3 selecting the determined resource that has a highest sum of the
4 weighted business value and the weighted resource treatment value.

1 6. **(original)** The method of claim 3 wherein:
2 the resource treatments of a resource comprise a time since the
3 resource became available and a time that the resource has not spent
4 serving work items.

1 7. **(original)** The method of claim 6 wherein:
2 the treatments of the resource further comprise a measure of an
3 effect that serving of the work item would have on a goal of the resource.

1 8. **(original)** The method of claim 7 wherein:
2 the measure of the effect comprises a difference between (a) a
3 distance of an actual allocation of worktime of the resource among skills
4 from a goal allocation of the worktime of the resource among the skills and

5 (b) a distance of an estimated allocation of the worktime of the resource
6 among the skills if the resource serves the work item from the goal
7 allocation.

1 9. **(previously amended)** A method of selecting a resource for a
2 work item, comprising:
3 determining available resources that possess skills needed by the
4 work item;
5 for each of the determined resources, determining a business value
6 comprising a sum across all skills of a product of a skill level of the
7 resource in the skill and a skill weight of the work item for the skill;
8 for each of the determined resources, determining a resource
9 treatment value, the resource treatment value being a measure of how the
10 resource is spending time compared with other resources and goals of the
11 individual resource, the resource treatment value comprising a sum across
12 all resource treatments of a product of a value of the resource for the
13 resource treatment and a weight of the work item for the resource
14 treatment; and
15 selecting a determined resource that has a best combined score of
16 its business value and its resource treatment value, to serve the work item

1 10. **(original)** The method of claim 9 wherein:
2 the resource treatments of a resource comprise a time since the
3 resource became available, a time that the resource has spent not serving
4 work items, and a measure of an effect that serving the work item would
5 have on a goal of the resource.

1 11. **(original)** The method of claim 9 wherein:
2 determining a business value comprises
3 determining a scaled business value comprising the business value
4 scaled by a first scaling factor that is common to all of the determined

5 resources;
6 determining a resource treatment value comprises
7 for each resource treatment, determining a scaled value of the
8 resource comprising the value of the resource for that resource treatment
9 scaled by a scaling factor that is common for that resource treatment to all
10 of the determined resources, and
11 determining a scaled resource treatment value comprising a sum,
12 scaled by a second scaling factor that is common to all of the determined
13 resources, across all resource treatments of a product of the scaled value
14 of the resource for the resource treatment and a weight of the work item
15 for the resource treatment; and
16 selecting comprises
17 selecting a determined resource that has a best sum of its scaled
18 business value and its scaled resource treatment value to serve the work
19 item.

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1 12. **(original)** The method of claim 11 wherein:
2 each scaling factor comprises a fraction having in its denominator a
3 maximum value of the value to which said scaling factor applies of any of
4 the resources.

1 13. **(previously amended)** A method of selecting a work item for
2 a resource, comprising:
3 determining available work items that need skills possessed by the
4 resource;
5 for each of the determined work items, determining a business
6 value of having the resource service the work item, the business value
7 being a measure of qualification of the resource for servicing of the work
8 item based on skills of the resource and skill requirements of the work
9 item;
10 for each of the determined work items, determining a value to the

11 work item of being serviced by the resource, the value to the work item
12 being a measure of how the work item is treated compared to other work
13 items and treatment goals of the individual work item; and
14 selecting a determined work item that has a best combined value of
15 the business value and the value to the work item to be served by the
16 resource.

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1 14. **(original)** The method of claim 13 wherein:
2 determining business value comprises
3 determining the business value weighted by a business value
4 weight corresponding to the work item;
5 determining a value to the work item comprises
6 determining the value to the work item weighted by a work item
7 value weight corresponding to the work item; and
8 selecting comprises
9 selecting a determined work item that has a best combined value of
10 the weighted business value and the weighted value to the work item.

1 15. **(original)** The method of claim 14 wherein:
2 determining a business value comprises
3 determining a weighted business value as a product of (a) the
4 business value weight corresponding to the work item and (b) a sum of
5 products of a level of each said needed skill of the resource and a weight
6 of said needed skill of the work item; and
7 determining a value to the work item comprises
8 determining a weighted work item treatment value as a product of
9 (c) a work item treatment weight corresponding to the work item and (d) a
10 sum of products of each treatment of the work item and a weight of said
11 treatment of the work item.

1 16. **(original)** The method of claim 15 wherein:
2 the sums of products are scaled sums, and
3 the treatments are scaled treatments.

1 17. **(original)** The method of claim 16 wherein:
2 selecting comprises
3 selecting the determined work item that has a highest sum of the
4 weighted business value and the weighted work item treatment value.

1 18. **(original)** The method of claim 15 wherein:
2 the work item treatments of a work item comprise a time that the
3 work item has been waiting for service and an estimated time that the
4 work item will have to wait for service.

1 19. **(original)** The method of claim 18 wherein:
2 the treatments of a work item further comprise a time by which the
3 work item has exceeded its target wait time.

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1 20. **(original)** The method of claim 18 wherein:
2 the estimated wait time that the work item will have to wait for
3 service comprises a product of (a) a ratio of a total number of work items
4 waiting for service and an average number of work items waiting for
5 service and (b) a sum of average wait times of individual said needed
6 skills each weighted by a ratio of the weight of said individual skill and a
7 sum of the weights of the needed skills.

1 21. **(previously amended)** A method of selecting a work item for
2 a resource, comprising:
3 determining available work items that need skills possessed by the
4 resource;
5 for each of the determined work items, determining a business
6 value comprising a sum across all skills of a product of a skill level of the
7 resource in the skill and a skill weight of the work item for the skill;
8 for each of the determined work items, determining a work item